H.E.L.P

HARVESTERS EXPRESS LEARNING PROGRAM

A Customer Care Training Program

Created For Harvesters Member Agencies

AGENCY MONTHLY REPORT

INSTRUCTIONS

Harvesters-The Community Food Network
3801 Topping
Kansas City, Missouri 64129
816.929.3000
www.harvesters.org
Monthly Reporting

Harvesters Express provides the capability for member agencies to submit the required monthly activity reports of their programs online.

- Monthly activity data is critical to Harvesters in collecting information of the meals and or households you serve each month. This data provides essential statistics for funding and resource development as well as indicators of your program needs and Harvesters support of what is required to meet the needs of the people we all serve.
- The process is quick and easy and reduces the amount of time and dollars spent mailing or faxing to Harvesters your monthly activity reports.
- Once you have submitted your monthly report online the data is automatically recorded in a database and interfaced with our inventory system.
- The use of the online monthly reporting system diminishes any lag time between the receipt of your report and reflecting the receipt of your data.
- Additionally the removal of hand data entry of your programs monthly activity diminishes data entry errors by staff in logging your program’s specific data.

Program Types

- Monthly Activity reports are a mandatory obligation to remain an active program and retain full access to Harvesters programs and services including the ability to order product from Harvesters Express.
- The report is due the 5th business day following the month activity is reported on. For example, monthly reports for activity in the month of March 2014 are due to Harvesters no later than April 7, 2014.
Monthly Reports are recorded according to individual program codes of each program your agency administers.

Note: The online Monthly Activity report requires that a separate report is created for each Program you administer by Program Code.

For Example:

An Agency distributes food to families with a Pantry Program with program Id No. F##### and serves meals through an On-site meal program with Program Id No. K#####.

Two Monthly Activity reports will need to be submitted:

- You will need to log in under each distinct Program code such as the Pantry ID No. F##### and enter the Households served through the pantry activity, submit this report and log out.
- Then log in again with the On Site Program Id. No K##### and enter the meals served for the reporting period, submit the order and log out.

Submitting a Report

The Monthly Reports is located in the Report Tab of the ordering site.
You must complete the next to fields for the report to Submit successfully.

- Submitted by:
- E-Mail

The Reporting Period is where you indicate the Month and Year that the activity reported occurred.
Complete the remainder of mandatory fields highlighted below as shown in the example provided:

- Did you have enough food to adequately feed all of those you wanted to feed?
  - Please indicate Yes or No
- What percentage of food distributed by your agency came from Harvesters?
  - Please enter the estimated percent of product you distribute that was obtained from Harvesters.

**Pantry Data Only**

- If you are a Pantry and provide food and non-food products to individuals and families then please populate the questions referring to **Households**.

**Note:** A program is determined as a **pantry** if bags/boxes of food are distributed to clients to take home and prepare.

- **Household**
  - A household constitutes as few as one or as many clients that reside together as one unit/group in the same residence.
- **Adults**
  - *Adult(s)* are the number of client(s) residing within the household between the ages of 18-64 years

- **Children**
  - *Child(ren)* are the number of client(s) residing within the household between the ages of 0-17 years

- **Seniors**
  - *Senior(s)* are the number of client(s) residing within the household between the ages of 65 and over.

- **USDA Households**
  - This number represents the total number of households served that were eligible and received USDA food products.

  o **Note Example:** The example below reflects a program report for the month of February, 2007.
    - The Pantry is reporting that they provided food and product to 200 households.
      - Of those 200 households served the households were comprised of:
        - 300 adults
        - 350 children
        - 150 seniors.
      - Ninety households qualified and received USDA food products.
On-Site Data Only

- A program is defined as an **On-site** when meals are prepared at the program site and served to clients for consumption.
  - Meals Served for On-site feeding programs broken down by Breakfast, Lunch, Dinner and Snacks provided.

Note: All meals served are calculated on a daily basis. For example if you provide Breakfast, Lunch and Dinner and no supplemental feedings (snacks) to 10 clients a day, five days a week; then the report for the monthly total would equal:

- Breakfast = 10 clients * 20 days = 200 breakfasts
Note: When entering Monthly Activity Reports for multiple months or programs, you will need to logout after completing the current report. Then, login again to enter the next report even when entering multiple reports for the same program. Failure to login and out for each report will result in overwriting the previous report with only the last report entered being saved.

Print a Copy of the Monthly Activity Report

- To print a copy of your Monthly Activity Report for your records you must print a copy prior to clicking the Submit Report to Harvesters button at the bottom of the screen.
  - Go to the File option of your menu bar
  - Select the print option

- Once your copy has successfully printed you may select the Submit Reports to Harvesters Tab located at the bottom left corner of the online report.
You will receive a message that confirms that your report was submitted successfully. Please, print the confirmation page and keep on file with your printed Monthly Activity Report and sign-in sheets.

![Confirmation Message](image-url)